REMARKS

1.	In response to the Office Action mailed September 10, 2004, Applicant respectfully requests reconsideration. Claims 1-40 were originally presented for examination. In the outstanding Office Action, claims 1-3, 6-13, 23-25, 27-29, 31-35 and 37-39 were rejected and claims 4, 5, 14-22, 26, 30, 36 and 40 were objected to. By the foregoing Amendments, claims 1-7, 9-15, 17-19, 21, 23, 26-30 and 35-36 have been amended. Claims 24-25, 31-34 and 37-40 have been canceled, and claims 41-46 have been added. Thus, upon entry of this paper, claims 1-23, 26-30, 35-36 and 41-46 will be pending in this application. Of these thirty-six (36) claims, four (4) claims (claims 1, 23, 27 and 35) are independent. Based on the above Amendments and following Remarks, Applicant respectfully requests that the outstanding objections and rejections be reconsidered, and that they be withdrawn.

2.	Applicant requests that the Examiner indicates on the next official communication whether the formal drawings filed on October 1, 2001 are deemed acceptable.

Art of Record

3.	Applicant acknowledges receipt of form PTO-892 identifying additional references made of record by the Examiner.

Claim Rejections

4.	Independent claims 1, 23, 27, 31, 35 and 37 and dependent claims 2-3, 6-13, 24-25, 28-29, 32-34 and 38-39 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,505,245 to North, *et al.* (hereinafter, "North"). Based upon the above Amendments and following Remarks, Applicant respectfully requests that these rejections be reconsidered, and that they be withdrawn.

5.	Claim 1, as amended, recites:

>	1.	A troubleshooting mentor system for automatically providing an administrator of a computing environment with diagnostic data and instructions to troubleshoot a problem event occurring in an entity of the computing environment, wherein said diagnostic data and instructions provide information and techniques relevant to enabling the administrator to

troubleshoot said problem event, *wherein subsequent to said occurrence of said problem event, said troubleshooting mentor system retrieves said diagnostic data from said computing environment entity.*

(*See*, Applicant's claim 1, above; emphasis added.)

6.   Such features are nowhere disclosed, taught or suggested in North or the other art of record. North is directed to a management system for managing computing devices from a common remotely located, console without the use of management agents installed in each computing device of the network. A serial I/O port of each computing device is coupled to an event activity module of a corresponding I/O port of the management terminal. Data output from the computing device is received by the management terminal and transferred to an event detection module in the management terminal which determines whether the received output data indicates that an event has occurred in the managed device from which the output data was received. To determine whether an event has occurred, the event detection module compares the received output data to locally-stored text strings maintained in a memory subsystem of the management terminal. The information concerning the event is transferred to an action initiation module where actions such as issuing instructions to the computing device and generating alerts or other types of notifications to selected consoles are initiated. (*See*, North, col. 2, lns. 40-65.)

7.   In contrast to Applicant's invention as recited in claim 1, the action initiation module of North provides predetermined instructions to the computing device that experienced the event, and generates an alert to notify the administrator that the event has occurred: "Upon detecting that the output data received from the computing device 26-1 or 26-2 contains a text string matching a text string stored in the memory subsystem 56, the event detection module 102 would determine that an event has occurred. The event detection module 102 would then transfer selected information to the action initiation module 104. Using the received information, the action initiation module 104 would determine what action should be taken and initiate the selection action, for example, <u>issuing an instruction to the computing device 26-1 or 26-2 which output the serial data, the analysis of which indicated that an event had occurred. The action initiation module 104 may also initiate generation of an alert message for propagation to a selected one of the consoles 28, 32, 36, or 38.</u>" (*See*, North, col. 10, lns. 2-11; Figure 3; emphasis added.)

8.   The only information obtained by management terminal 30 of North is information provided to it by the reporting computing device based on which North's event detection module 102 determines whether an event has occurred. Thus, North fails to disclose, teach or suggest "subsequent to said occurrence of said problem event, said troubleshooting mentor system retrieves said diagnostic data from said computing environment entity..." for which the recited diagnostic data and instructions "provide information and techniques relevant to enabling the administrator to troubleshoot said problem event..." (*See*, Applicant's claim 1, above.) For at least these reasons Applicant respectfully asserts that claim 1, as amended above, is patentable over the art of record. Accordingly, Applicant respectfully requests that the rejection of claim 1 be reconsidered and withdrawn.

9.   Amended independent claim 23 recites "[a]n apparatus that displays context-sensitive information to facilitate the troubleshooting of a particular problem event which has occurred in an entity of a computing environment, wherein said troubleshooting information comprises instructions for troubleshooting said particular problem event and diagnostic data retrieved from at least the entity in which the problem event has previously occurred, and wherein said context-sensitive troubleshooting information is generated automatically and without network administrator action subsequent to identifying said particular problem event." (*See*, Applicant's claim 23, above.) For at least the reasons provided above, Applicant respectfully asserts that claim 23, as amended above, is neither disclosed, taught nor suggested by North or the other art of record. The information provided to the administrator in North is an alert that an event has occurred; it does not include "instructions for troubleshooting said particular problem event" as claimed. In addition, the action initiation module 104, as noted, provides instructions to the computing device, not to the administrator. (*See*, North, col. 9, lns. 55-64.) Thus, for at least the above reasons, Applicant respectfully asserts that amended claim 23 is patentable over North and the other art of record. Accordingly, Applicant respectfully requests that the rejection of claim 23 be reconsidered and withdrawn.

10.   Independent claim 27 is directed to a method for displaying context-sensitive information relevant to a particular problem event which has occurred in an entity of a computing environment. Independent claim 35 is directed to a computer program product comprising a computer readable medium having computer program logic recorded thereon for enabling a processor in a computer system to automatically display diagnostic data and instructions on how to troubleshoot a selected problem event which has occurred in a computing environment comprising said computer system. For at least the reasons noted above, Applicant respectfully asserts that claims 27 and 35, as amended herein, are patentable over North and the other art of record. Accordingly, Applicant respectfully requests that the rejections of claims 27 and 35 be reconsidered and withdrawn.
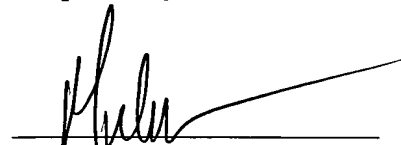
Dependent Claims

11.   The dependent claims incorporate all of the subject matter of their respective independent claims and add additional subject matter which makes them a fortiori and independently patentable over the art of record. Accordingly, Applicants respectfully request that the outstanding rejections of the dependent claims be reconsidered and withdrawn.

Conclusion

12.   In view of the foregoing, this application should be in condition for allowance. A notice to this effect is respectfully requested.

Respectfully submitted,

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